INTERNAL

COMMUNICATION FORM

DEPARTMENT OF HUMAN SERVICES

Subject:	DHRD TRAINING SCHEDULE (July – December 2008)	Originator:	W. Ikemori (6-4971)

To:	SOs, DAs	From:	PERS	Date:	05/27/08	Memo No. 1

The Department of Human Resources Development (DHRD) has announced their training schedule for the period from **July through December 2008**. Classes are listed by island (Big Island-Hilo, Big Island-Kona, Kauai, Maui, Molokai, and Oahu).

This schedule is available on the Department of Human Services Website. Please forward the attached schedule and/or circulate to the appropriate units in your Division as this schedule should be made available to all employees.

Registration procedures are as follows:

1. Submit a prioritized list of employees on the attached DHS 104 Form no later than **fifteen (15) working days prior** to the scheduled class. Include each employee's identification number on the designated line.

2. For vendor courses with cost, include a notation of 'P-Card" or "Purchase Order Number" (in lieu of access to P-Card).

3. For DHRD courses with cost, include the Uniform Act Codes (Appropriation and Act Codes) on the designated line

4. Enrollment will be confirmed on a first-come, first-served basis. Division Training Coordinators will be notified of approvals.

5. If an employee has been approved and cannot attend, be sure to notify PERS-TS. Cancellations may be made up **to five (5) working days** prior to the start of class. There is as charge for cancellations made in less than the allotted time.

6. Any changes (substitutions or cancellations) made for classes DHRD conducts, requires a written notification (reason for change) prior to the start of the class.

Persons who have special needs (e.g. sign language interpreter, large print materials) or questions   regarding registration procedures, please call Pauline Chun at 586-4970/586-4959(TTY).

_____
PERS

c: DIR

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DEPARTMENT OF HUMAN SERVICES
DHS 104
Request to Attend PERS or DHRD Sponsored Training

COURSE TITLE: _____ SESSION DATE: _____

COURSE CODE/SESSION NUMBER: _____ TIME: _____

COLLEGE/VENDOR: _____ LOCATION/ROOM: _____

P.O. NO./UNIFORM ACT CODE(Required): _____ COURSE FEE: _____

CONTACT PERSON: _____ TELEPHONE: _____

INSTRUCTIONS:
1. Submit this form <u>ORIGINAL ONLY</u> approved/signed by SO/DA to PERS-TS at least fifteen (15) workdays prior to the start of the training.
2. List names in order of priority.
3. In the designated spaces, type the Name, Employee Identification No.(refer to back of DHS Employee Identification Badge), Position Title, Division, Bargaining Unit, and Telephone No. for each applicant.
4. Use the following codes to indicate any special needs in the SPEC NEED column: P=Parking, PA=Personal Assistance, R=Reader, N=Note Taker, O=Other (indicate).
5. Provide a Purchase Order Number or Uniform Act Code (**appropriation and act code**) when indicated on the course announcement.

SPEC NEED	NAME (LAST, First MI)	IDENTIFICATION NUMBER	POSITION TITLE	SO/DIV	BU	TEL. NO.

_____ _____   _____ _____
       SO/DA   DATE   DIRECTOR   DATE

COMMENTS: _____

_____

DHS 104 02/08

PROCEDURES FOR NEW HORIZONS HAWAII COMPUTER TRAINING CLASSES

Class Registration	Registration will be on a first-come first-served basis. If the number of requests exceeds capacity, acceptance and confirmation will be according to listed department priority. **Each DHS 104 should include a contact person to ensure proper processing and/or invoicing.***
Classroom courses	There are two training locations, ICSD Lab and New Horizons, therefore it is very important the participants know the class location and start time. Class disposition will be made five (5) working days prior to the start of class.
Cost	The cost for all classroom courses (**ILT-**Instructor Led Training) varies from **$139.00 to $199.00.**
Prerequisites	Prerequisites are noted in the course outlines. New Horizons stresses the importance of completing prerequisites to ensure participants receive full value from their training. **Not having prerequisites may hinder the participant's ability to grasp all of the information presented in the class.**
Class Confirmation and Rescheduling Policy	New Horizons will not accept any registrations without proper P-Card authorization or a purchase order number. Incomplete submissions will be returned to the submitting Division. • New Horizons will notify (via email) PERS-TS and the participant listed in each registration to confirm attendance. • **Please ensure that the email address of the participant is included on the form DHS 104.** All classes must have a minimum of five (5) students; otherwise class will be rescheduled to the next available date. **Class cancellations will be made with a minimum advance notice of five (5) working days.**
Cancellation	• New Horizons will accept cancellations prior to five (5) working days prior to the start of class. • **Cancellations five (5) or fewer working days prior to start of class will be charged the full registration fee.** • New Horizons will provide a minimum of three (3) working days notice when rescheduling or canceling a course.
Substitutions	New Horizons will allow substitutions for classroom courses. • PERS-TS will verify the substitution by sending the registration prior to the start of the class with the changes reflected via fax or email. Substitution fax or email is to include course name and date of both **original** course, participant, and contact information and **new** course, participant name, and contact information.

Non-registered Participants	If time permits and there are seats available in the class, the instructor will attempt to verify enrollment by calling PERS-TS. If there are no seats available, if time does not permit, or if the instructor is not able to receive verification, the participant will be instructed to return to work.
Tardiness	The participant should note the starting time of the class and be at the training location prepared for class instruction at the start time. • New Horizons will allow a confirmed participant into the class up to 30 minutes after the start time. • **If a participant should arrive after the 30 minutes, he/she will be asked to return to his/her workplace and reschedule the class for another time.** • Rescheduling will be done on a first-come, first-served basis.
Payment	Payments are to be made to "New Horizons Computer Learning Centers" or "New Horizons CLC of Hawaii". On the DHS 104 training request form, provide either a P.O. number or write **"P-Card"** (do not provide card number) on the proper line. **PERS-TS will call the contact person (indicated on the DHS 104) for the P-Card number, expiration date, and the cardholder's name.*** **Per FMO/PA, purchase orders (with written justification) may be used only if a P-Card authorization is unavailable.** New Horizons will issue invoices to PERS-TS on a monthly basis. **The invoices, which include student, course, and course date information, will be sent to Division Training Coordinators for processing.**
Lunch Room (New Horizons location only)	A break room is provided with tables and chairs. New Horizons also provide free coffee daily, a refrigerator, a microwave oven, and soda/snack vending machines.
Free Class Re-sit	A participant who has taken a specific classroom course will be allowed to re-sit the same course one time, on a space available basis at no charge. • Please follow normal registration procedures using **"RESIT"** as the fee. • PERS-TS will receive an email confirming the availability of space for the participant. • If confirmed for the class, the participant must bring the manual previously received, to class. If the participant does not have a book and wishes to purchase a manual at their own expense the cost is $25.00 + tax.

Help Line	Participants who have taken a classroom course may obtain additional help for that specific class for the duration of the contact period. Please provide all of the following information when requesting help: • Name, email address, and contact number • Name of the department • Name of the course • Page number and topic in the manual where the participant has a question • Specific question Requests for help can be faxed, emailed, or called in to: Phone: # 441-3423 Email: histatecontract@nhofhawaii.com Facsimile: (808) 947-4494 Responses will be made in one working day.
Course Evaluation	To ensure continued exceptional service, each participant completes a survey at the end of each course giving his/her opinion of the center. Areas like course material, instructor, course content, and overall presentation are just a few topics that will be asked for feedback.
Free Computer Labs	**There is an onsite computer lab for participants to utilize during the hours of 8:00a.m. to 4:30p.m. Monday through Friday.**
Participant Handbooks	**Each participant will be provided a comprehensive resource guide. The instructor will inform participants (at the beginning of class) where the modules that are reviewed, are referenced.**
Location	Ala Moana Pacific Center 1585 Kapiolani Boulevard, Suite 1000 Honolulu, Hawaii 96814 Phone: 947-4474 Fax: 947-4494
Parking	**Free parking validation**. Please park in the Ala Moana Pacific Center Building and bring your ticket to class for validation.

New Horizons of Hawaii
1585 Kapiolani Blvd Ste 1000
Honolulu, HI 96814

To get to New Horizons of Hawaii:

From the West Side:
- **Take H1 Freeway East to the Kinau Exit**
- **Travel Diamond Head on Kinau St**
- **Take a right turn onto Keeaumoku St**
- **Continue down Keeaumoku St until the intersection with Kapiolani Blvd.**
- **Turn Left on Kapiolani Blvd**
- **At the next light turn right onto Mahukona St.**
- **Turn right at the intersection of Mahukona St and Kona St which brings you to the back of the building.**
- **Enter the parking garage for the Ala Moana Pacific Center Building.**
- **Take a ticket and park on the 6th floor.**
- **Bring ticket to class to get validated.**
- **Take parking elevator to 7th floor.**
- **Take elevator in the center of the building to the 10th floor.**

From the East Side:
- **Take H1 Freeway West to the Wilder Exit**
- **Travel West on Wilder Avenue**
- **Take a Left turn onto Keeaumoku St**
- **Continue down Keeaumoku St until the intersection with Kapiolani Blvd.**
- **Turn Left on Kapiolani Blvd**
- **At the next light turn right onto Mahukona St.**
- **Turn right at the intersection of Mahukona St and Kona St which brings you to the back of the building.**
- **Enter the parking garage for the Ala Moana Pacific Center Building.**
- **Take a ticket and park on the 6th floor.**
- **Bring ticket to class to get validated.**
- **Take parking elevator to 7th floor.**

Take elevator in the center of the building to the 10th floor.

Maps on the next page

New Horizons – Ala Moana

ICSD Downtown Location

The ICSD Lab is located at 1177 Alakea Street, Room 303. Alakea Street is one way running mauka.

The Capitol Center (Keone Ana) building is located on the corner of Alakea and S. Beretania Street, just past the District Court House (Kauikeaouli Hale). You may access the building from Alakea Street. The computer lab is situated on the 3rd Floor.

Parking: Arrangements are the responsibility of the registrants. Nearest public parking is at Ali'i Place also located on Alakea Street. The parking entrance is on Alakea Street.

Metered Parking within the civic center area is limited and on average is good only for 2 hours.
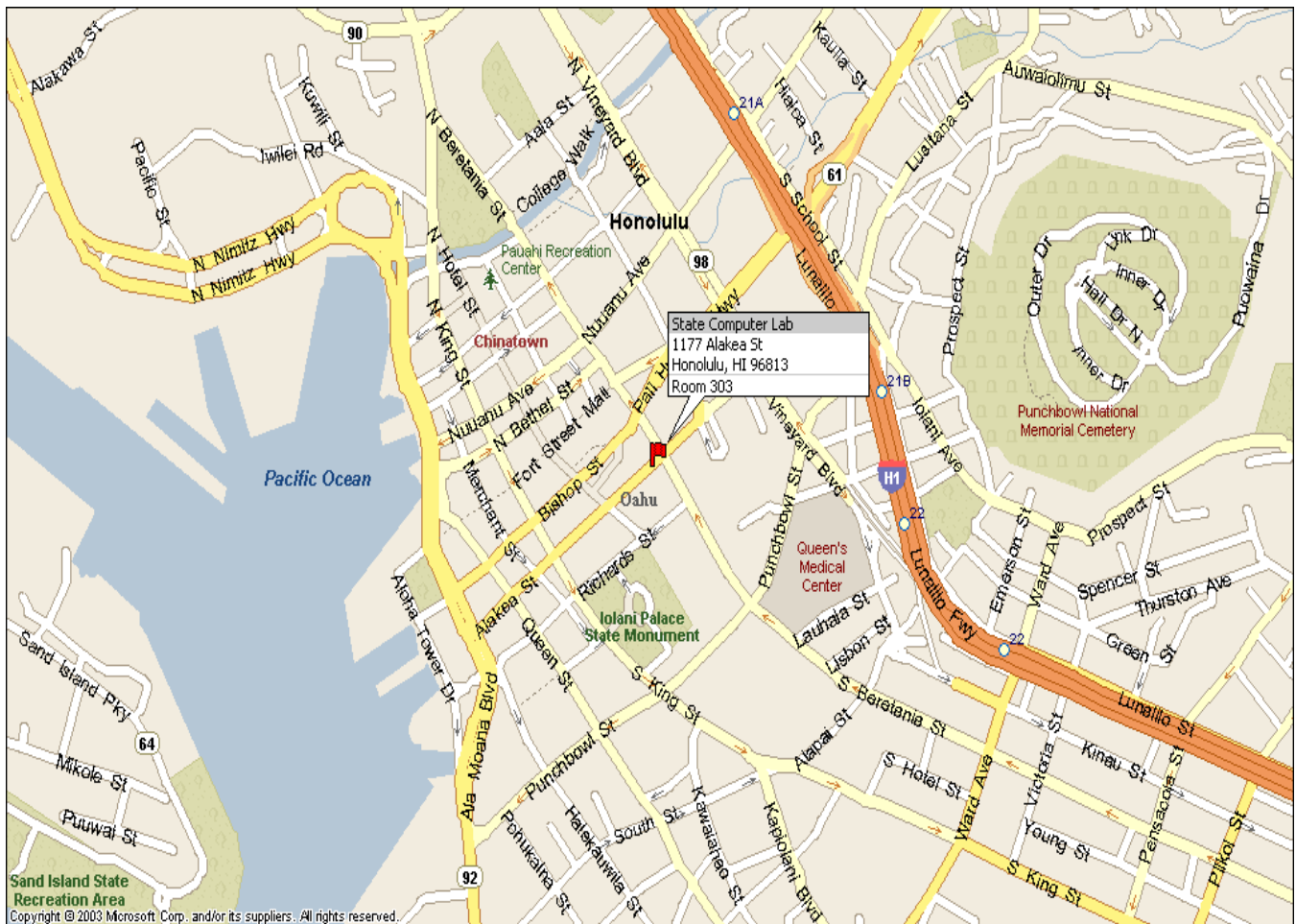
HRMS REGISTRATION PROCEDURES FOR HRD CONDUCTED CLASSES
(as identified in the Training Schedule next to cost column)

REGISTRATION:

Employee names should be listed in departmental priority and enrollment is subject to space availability.

Registration will close fifteen (15) working days prior to the start of class. Exceptions can be made based on low enrollment and/or instructor prerogative.

CONFIRMATION:

Confirmation will be made by HRD, Training Office, upon close of registration to PERS-TS(Personnel Office Training Staff).

Notification of employee attendance, class start time, and class location is the responsibility of the departmental personnel office (PERS-TS).

DRESS CODE:

Employees must come to class dressed appropriately (e.g. no shorts, zoris, tank tops, etc.)

CANCELLATION:

Departments will be charged the registration fee for classes that have a fee if notice of student cancellation is not received five (5) working days prior to the start of class. The registration fee is non-refundable, non-transferable and cannot be credited towards future classes.

For HRD's Genuine Leadership 1 and 2 and Problem Solving: Generating Innovative Solution classes, departments will be charged for the course if notice of student cancellation is not received at HRD's Training Office ten (10) working days prior to the start of the course. (Ten (10) working days are required for these courses as materials need to be ordered and shipped from the Mainland).

Notification of class cancellations to participants is the responsibility of the departmental personnel offices (PERS-TS).

SUBSTITUTION:

Once confirmation is made, any substitution must be in writing and faxed to PERS-TS FAX -586-4990 or via e-mail with the following information:

-Employee Name(s)   -Employee ID number   -Reason for Change

If an enrolled student is unable to attend the first day of class, the department should send a substitute.

PAYMENT:

Departments will be invoiced for each class that has a fee. Payment can be made by journal voucher or check. Departmental personnel offices (PERS-TS) will receive periodic notices of overdue payments.

PARKING/SPECIAL NEEDS:

Parking arrangements are the responsibility of each department. Departments must follow DAGS procedures in requesting special function parking passes.
Departments are to notify HRD of any arrangements for special needs (e.g. sign language interpreter, large print materials, mobility devices, etc.) as soon as possible.

CLASS LOCATION CODES

Class Location	Location Address

Hilo

HI HaCC	Hawaii Community College
HI HaCCclc	Hawaii Community College, Computer Learning Ctr, Bldg 380, Hilo
HI Air	Hilo International Airport conference rm, Hilo
HI ArmRCtr	Army Reserve Center, 470 W. Lanikaula Street, Hilo
HI BIWC	Big Island Workplace Connection (BIWC), 1990 Kinoole St., #102 , Hilo
HI Schultz Siding	Hawaii Schultz Siding , 630E Lanikaula St., Hilo
HI SOB Hilo	State Office Building, conference rooms, Hilo
HI UPW	Hilo UPW conference room, 362 E. Lanikaula St, Hilo

Kona

KoAirP Kona	Kona International Airport, Conference Room, Kona **(Updated)**
Old KonaAirP	Old Kona Airport Pavilion, 75-548 Kuakini Highway, Kona
Ko HaCC	Hawaii Community College, Kona (location to be determined)
Ko RoyalKonaResort	Royal Kona Resort, 75-5852 Alii Drive, Kailua-Kona

Kauai

Ka KaCC OCET MC	Kauai Comm College, Main Campus, OCET Trng Lab, 3-1901 Kaumualii Hwy, Lihue
Ka KaCC OCET 1	Kauai Comm College, Classroom 1
Ka KaCC OCET 2	Kauai Comm College, Computer Lab
Ka KaCC OCET MP	Kauai Comm College, Multipurpose Room
Ka KaCCPAC	Kauai Comm College, Performing Arts Center, 3-1901 Kaumualii Hwy, Lihue
Ka KaCCOCET WS	Kauai Comm College, Westside, 9935 Kaumualii Hwy, Suite A, Waimea
Ka CC TBA	Kauai Comm College, To be announced
Ka Lihue Air	Lihue International Airport Mezzanine conference rm, Lihue
Ka Moikeha	Moikeha Building, conference rooms, 4444 Rice Street, Lihue
Ka SBCR	State Building, conference rooms, 3060 Eiwa Street, Lihue
Ka UPW	Kauai UPW conference room, 4211 Rice Street, Lihue
Ka Westside Lab	Kauai Westside Lab, 9935 Kaumualii Hwy, Suite A, Waimea,

Maui

Ma CD Cty Bldg	Maui Civil Defense Emergency Operations Ctr, County Bldg, 200 S. High St, Wailuku
Ma SOB DAGS	Maui State Office Building, State Office Building, DAGS Conf Rm, 54 High St, Wailuku
Ma DOT Hwy	DOT Hwys Division, conference room, 650 Palapala Drive, Kahului
Ma MaCC	Maui Comm College, Laulima, Room 225, 310 Kaahumanu Avenue, Kahului
Ma UPW	Maui UPW conference room, 841 Kolu Street, Wailuku
Mo SOBCR	Molokai State Office Building conference room, 45 Makaena Place, Kaunakakai
LA ArprtCR	Lanai Airport Conference Room

Oahu

CTA Airport Campus	550 Paiea Street, Honolulu
Oa Aloha ST	Aloha Stadium, Hospitality Room, 99-500 Salt Lake Boulevard, Honolulu
OaDOT Kakoi	Dept of Transportation, Highways Division Oahu District conference room, 727 Kakoi Street, Honolulu
Oa HonAirInter	Honolulu International Airport, Inter-island Terminal, Conference Rm, 7th Flr, Honolulu
Oa KCCkauila	Kapiolani Comm College, Kauila Bldg, various rms, 4303 Diamond Head Road
Oa KCCmano	Kapiolani Comm College, Manono Bldg; various rms, 4303 Diamond Head. Road
Oa LCCce202	Leeward Comm College, Community Svcs Bldg (Ewa portables), 96-045 Ala Ike Street, Pearl City

Oa CapCtr rm 303   ICSD Computer Lab, Capitol Center Bldg, 1177 Alakea Street, rm 303, Honolulu
Oa StCapAu   Hawaii State Capitol, Basement Auditorium, 415 S. Beretania Street, Honolulu
Oa SOT   State Office Tower (Leiopapa A Kamehameha) various rooms, 235 S. Beretania Street
Oa Kapolei St Bldg   Kakuhihewa State Bldg., 601 Kamokila Blvd, Kapolei
Oa UHM Ca Ctr   University of Hawaii at Manoa, Campus Center, various rooms, 2465 Campus Road
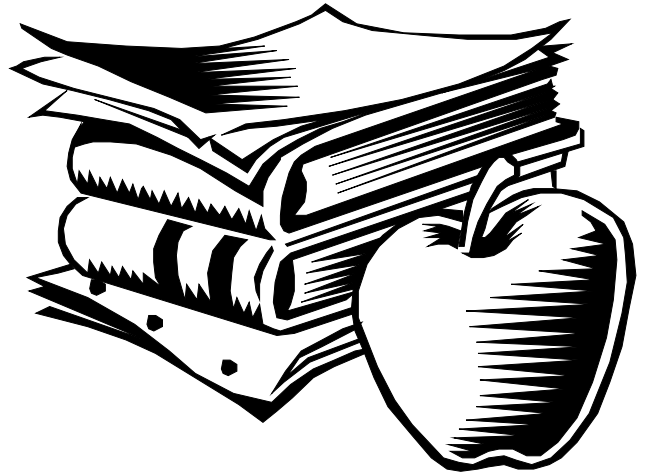
Training Schedule

JULY – DECEMBER
2008

State of Hawaii
Department of Human Resources Development

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BIG ISLAND

KAUAI

MAUI

OAHU

BIG ISLAND

Computer courses offered by Hawai`i Community College will be offered to both State and County Employees, so enrollment is on a first come, first served basis.  To register your employees, complete registration form and fax to 974-7487.  Computer courses will be held at the Hawai`i Community College, Building 380, Room #39.

COMPUTERS

COMPUTER BASICS
This computer course is specially designed for the new or non-computer user. Focusing on desktop applications, you will be taught the basic skills involved in utilizing Microsoft Word and Excel software programs. You will be given time to apply skills with drills and problems, at the conclusion of this course you should become proficient with the basic elements of these programs. Recommended preparation: Keyboarding 20-25 wpm or completion of Keyboarding course.

083W114	Sep 08-26	M-F	8:00am-12:00pm	$539	HI HACCclc
084W115	Oct 13-31	M-F	8:00am-12:00pm	$539	HI HACCclc
084W116	Nov. 17-Dec 09	M-F	8:00am-12:00pm	$539	HI HACCclc

MICROSOFT WORD INTRODUCTION
This course will introduce you to basic word processing skills using Microsoft Word. You will learn word processing skills such as creating and editing a document, inserting dates and time, changing fonts, adding bullets, adjusting tab stops and inserting section breaks. Recommended preparation: Microsoft Windows introduction class or have equivalent knowledge. (Textbook included)

083C161	Aug 05-06	T, W	1:00pm-4:00pm	$95.00	HI HACCclc
084C161	Nov. 04-05	T, W	1:00pm-4:00pm	$95.00	HI HACCclc

MICROSOFT WORD INTERMEDIATE
In this course you will learn additional editing and formatting techniques to create a table, set up multiple column documents, use styles and templates, set up an outline, and use mail merge features. If time permits, Word Internet features will be covered. Recommended preparation: Microsoft Word Introduction class or have equivalent knowledge. (Textbook included)

083C171	Aug 12-13	T, W	1:00pm-4:00pm	$95.00	HI HACCclc
084C171	Nov. 12-13	W, R	1:00pm-4:00pm	$95.00	HI HACCclc

MICROSOFT WORD ADVANCED
In this course you will get an in-depth look at Word's advanced features. You will cover topics such as adding calculations to tables, working with charts and pictures, creating forms and managing workgroup projects. Recommended preparation: Microsoft Word Intermediate class or have equivalent knowledge. (Textbook included)

083C360	Aug 19	T	12:30pm-4:30pm	$85.00	HI HACCclc
084C360	Nov. 18	T	12:30pm-4:30pm	$85.00	HI HACCclc

MICROSOFT EXCEL INTRODUCTION
This course is designed to introduce you to Excel spreadsheets. You will learn to create and manage data, modify columns and rows, use worksheet shortcuts, add borders and shading, and use Excel functions (sum, average, count). Recommended preparation: Microsoft Windows introduction class or have equivalent knowledge. (Textbook included)

083C201	Aug 26-27	T, W	1:00pm-4:00pm	$95.00	HI HACCclc
084C201	Nov. 24-25	M, T	1:00pm-4:00pm	$95.00	HI HACCclc

MICROSOFT EXCEL INTERMEDIATE
In this course you will broaden your knowledge of Excel by learning to use templates, using more Excel functions (Financial, Logical, Date/ Time, Vlookup, and Hlookup), inserting check box controls, creating charts, and linking related worksheets. Recommended preparation: Microsoft Excel Intermediate of have equivalent knowledge. (Textbook Included)

083C211	Sep 02-03	T, W	1:00pm-4:00pm	$95.00	HI HACCclc
084C211	Dec 02-03	T, W	1:00pm-4:00pm	$95.00	HI HACCclc

MICROSOFT EXCEL ADVANCED

In this course you will learn to use Excel's advanced features. You will cover topics such as restricting cell entries, applying conditional formatting, creating custom templates and creating pivot table and pivot chart reports. Recommended preparation: Microsoft Excel Intermediate class or have equivalent knowledge.

083C351	Sep 04	R	12:30pm-4:30pm	$85.00	HI HACCclc
084C351	Dec 04	R	12:30pm-4:30pm	$85.00	HI HACCclc

MICROSOFT ACCESS INTRODUCTION

This course is designed to introduce you to the fundamental features of a database. Topics include setting up a database, creating forms, modifying and manipulating data, displaying records, and creating simple reports. Recommended preparation: Microsoft Windows Introduction class or have equivalent knowledge. (Textbook included)

084C300	Oct 07-08	T,W	1:00pm-4:00pm	$95.00	HI HACCclc

ACCESS: TABLES

Learn to modify the design of a table, add memo fields to a table, work with multiple tables, create relationships, validate field entries, and create Lookup fields. Recommended preparation: Microsoft Access Introduction class or have equivalent knowledge. (Textbook included)

084C311	Oct 14	T	1:00pm-4:00pm	$59.00	HI HACCclc

ACCESS: FORMS

Learn how to design custom forms, add headers and footers, add calculation controls, add pictures, and modify form properties. Recommended preparation: Microsoft Access Introduction class or have equivalent knowledge. (Textbook included)

084C321	Oct 15	W	1:00pm-4:00pm	$59.00	HI HACCclc

ACCESS: QUERIES/ REPORTS

Learn how to extract your information from multiple tables to create reports, cover sheets, and mailing labels. Recommended preparation: Microsoft Access Introduction class or have equivalent knowledge. (Textbook included)

084C331	Oct 16	R	1:00pm-4:00pm	$59.00	HI HACCclc

POWERPOINT INTRODUCTION

Learn to create professional-looking presentations with Microsoft PowerPoint. You will be introduced to PowerPoint features and work through the necessary steps to use the features correctly. Learn to create slides, add a table, insert clipart images, design templates, and produce a slide show. Recommended preparation: Microsoft Windows Introduction class or have equivalent knowledge. (Textbook included)

083C271	Sep 09-10	T,W	1:00pm-4:00pm	$95.00	HI HACCclc

POWERPOINT INTERMEDIATE

Expanding on your PowerPoint Introduction experience, learn to share data with Microsoft Excel and Word, add special artistic effects, work with autoshapes, add animation effects, and use PowerPoint Internet features. Recommended preparation: Microsoft PowerPoint Introduction class or have equivalent knowledge. (Textbook included)

083C381	Sep 16-17	T, W	1:00pm-4:00pm	$95.00	HI HACCclc

POWERPOINT ADVANCED

For those that want to advance further, learn to reset paragraph indentations, include sounds and videos in a presentation, exclude a slide from a slide show, and create custom design templates. Recommended preparation: Microsoft PowerPoint Intermediate class or have equivalent knowledge. (Textbook included)

083C391	Sep 23	T	12:30pm-4:30pm	$85.00	HI HACCclc

INDIVIDUAL/INTERPERSONAL DEVELOPMENT

GENERATIONAL DIFFERENCES: CONQUERING THE GENERATIONAL DIVIDE IN THE WORKPLACE
Four generations are represented in our workforce today: Traditionalists, Baby Boomers, Generation X-ers & Millennials. Understanding and appreciating the different values and paradigms of each generation can reduce the stress in your workplace and allow you to achieve peak performance. In this workshop you will learn:
- The major characteristics of the four generations
- Each generation's paradigms and how they impact personal values
- The motto of each generation in today's workplace
- The impact of generational differences in the workplace
- How to develop a plan to attract, retain and develop high-quality workers in each generation

083N001	Jul 18	F	8:00a-12:00p	$150.00-HaCC	Hi HaCC
083N007	Sept 19	F	8:00a-12:00p	$150.00-HaCC	Ko NELHA ConfRm

HOW TO MANAGE YOUR TIME AND GET THINGS DONE
At the end of the day do you feel like you've been busy but haven't accomplished anything? Would having more hours in the day solve the problem? Successful people are not necessarily the smartest or those who work the hardest. They simply know how to manage their time well. Identify your time management style, learn five practical steps to effective time management, and begin to get things done.

083N005	Sep 17	W	8:00a-12:00p	$75.00-HaCC	Hi HaCC

GRAMMAR REFRESHER
Are you not sure whether to use "he" or "him", "who" or "whom", "good" or "well"? You will relearn to write using the correct parts of speech, sentence structures, and principles of understanding punctuation rules. Weekly sessions will help to reinforce key areas stressed during the week.

083N003	Sept 19-Oct 17	F	8:00a-10:00a	$99.00-HaCC	Hi HaCC

CUSTOMER SERVICE FOR THE GENERATIONS: MEETING THE EXPECTATIONS OF A MULTIGENERATIONAL MARKET
Customer service is defined differently by the four generations that your customer set represents. What one generation may see as "attentive and responsive", another generation may see as "tedious and unnecessary". Ensure that the service you are delivering meets the generation-driven expectations of your customers.
- Identify the prevailing generations of your target market
- Learn how each of the four major generations defines "excellent customer service"
- Gain an understanding of the expectations of each generational customer
- Identify the generational "Moments of Truth" in your "Cycle of Service"
- Learn how to deliver your service to meet and exceed generational expectations
- Gain insight into the generational divide between your staff and the customers they serve

083N002	Nov 7	F	8:00a-12:00p	$150.00-HaCC	Hi HaCC

SAFETY

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT)
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs). This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs.

Session 0027	Oct 8	W	12:30p - 3:30p	$0.00-HRD	HI UPW Hilo

WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (EVIW)

Provides non-supervisory employees, primarily from BU 1 and 10, the means and methods to maintain a workplace free from violence. Provide employees safety and health training that includes recognition of conditions and behaviors that may lead to or increase the risk of violence. This training program is a contractual provision of UPW.

Session 0111	Oct 7	T	9:00a -11:00a	$0.00-HRD	HI UPW Hilo
Session 0112	Oct 7	T	12:30p – 2:30p	$0.00-HRD	HI UPW Hilo

WORKPLACE VIOLENCE TRAINING PROGRAM FOR SUPERVISORS (VIW)

Workplace violence is a growing concern as it continues to escalate in our workplaces. Many of us do not understand what constitutes workplace violence or what must be done when we are informed of it. Supervisors are at the frontline of identifying incidences of workplace violence. The purpose of the program is to educate you on the nature of violence in the workplace, where it is most likely to occur, signs and signals of potential exposures to violence, prevention and mitigating activities, and employee responsibilities.

Session 0062	Oct 8	W	9:00a -11:00a	$0.00-HRD	HI UPW Hilo

KAUAI

Location:	KAUAI COMMUNITY COLLEGE 3-1901 Kaumuali`i Hwy. Lihu`e, HI 96766	• OCET 1 (Classroom 1) • OCET 2 (Computer Lab) • OCET MP (OCET Multipurpose Room)

COMPUTER

COMPUTERS MADE EASY
This course is for the beginning user who already has basic typing skills. Navigate within the Windows environment, practice using the mouse, and learn the fundamental concepts of hardware, software, and operating systems. Understand what you need to know to make an informed decision on purchasing a PC appropriate for your needs. An introduction to basic file management techniques will be explored.

08F-C020	Jul 14, 16	MW	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C021	Oct 6, 8	MW	8:30am-12:00pm	$100-KaCC	OCET-2

WINDOWS XP
Learn the basics of Windows navigation, mouse operations, and window moving and resizing. Explore the components of your computer, manage folders and documents, and modify system settings to customize Windows. Create and use Windows shortcuts, rearrange icons, explore other Windows applications such as Word, Excel, Paint and Calculator, and browse the World Wide Web using Microsoft Internet Explorer.

08F-C030	Sep 22, 24	MW	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C031	Dec 2, 4	TTh	1:00pm-4:30pm	$100-KaCC	OCET-2

WORD 2007 INTRODUCTION
Develop the art of document creation using Word 2007 to create and edit professional-looking documents. You will create, edit, format, save and print new documents. Learn how to select and move text, apply advanced text effects, change page setup and viewing options, and use tabs. **Prerequisite: Windows XP or equivalent experience.**

08F-C370	Aug 26, 28	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C371	Oct 14, 16	TTh	8:30am-12:00pm	$100-KaCC	OCET-2

WORD 2007 INTERMEDIATE
Enhance your word processing skills using intermediate editing and formatting techniques. You will work with templates, use bullets and numbering, create headers and footers, insert page numbers, use language and research tools and perform mail merges. **Prerequisite: Word Introduction or equivalent.**

08F-C380	Sep 2, 4	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C381	Oct 21, 23	TTh	8:30am-12:00pm	$100-KaCC	OCET-2

WORD 2007 ADVANCED
In this advanced course, you will work with images, clipart, word art, autoshapes and objects. Learn how to create and edit tables, charts and tools. Use styles to change the document appearance and more! **Prerequisite: Word Intermediate or equivalent.**

08F-C390	Oct 28, 30	TTh	8:30am-12:00pm	$100-KaCC	OCET-2

EXCEL 2007 INTRODUCTION
Use Excel 2007 to build financial worksheets with ease. Learn how to navigate the toolbars and ribbons, basic data entry, how to modify cells and data entries, enhance worksheet appearance and how to work with basic formulas. **Prerequisite: Windows XP or equivalent experience.**

08F-C300	Jul 1, 3	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C301	Sep 23, 25	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C302	Nov 3, 5	MW	8:30am-12:00pm	$100-KaCC	OCET-2

EXCEL 2007 INTERMEDIATE
Prerequisite: Excel Introduction or equivalent. Expand your knowledge of Excel's editing and formatting techniques. Work with functions and formulas, names and ranges, link worksheets, control worksheet displays, and add pictures and diagrams to worksheets. Design and manipulate a database list that can be sorted and filtered to extract specific information. **Prerequisite: Excel Introduction or equivalent**.

08F-C310	Jul 8, 10	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C311	Sep 30, Oct 2	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C312	Nov 10, 12	MW	8:30am-12:00pm	$100-KaCC	OCET-2

EXCEL 2007 ADVANCED
Get the most from your data, analyze and explore scenarios, and create and use shared workbooks. Find out how to save workbooks as Web pages, create hyperlinks, and get data from the Internet. **Prerequisite: Excel Intermediate or equivalent.**

08F-C320	Jul 15, 17	TTh	8:30am-12:00pm	$100-KaCC	OCET-2
08F-C321	Oct 7, 9	TTh	8:30am-12:00pm	$100-KaCC	OCET-2

OUTLOOK 2007 INTRODUCTION
Prerequisite: Windows experience or equivalent. Discover the basics of working with Outlook menus, toolbars and folders to send and receive mail messages, manipulate and manage mail messages, set up appointments and meetings.

08F-C330	Sep 22, 24	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C331	Dec 1, 3	MW	8:30am-12:00pm	$100-KaCC	OCET-2

OUTLOOK 2007 INTERMEDIATE
Prerequisite: Outlook Introduction or equivalent. Enhance messages using text effects, fonts, and changing text formatting. Explore mail formats, advanced message options, signatures and stationery.

08F-C340	Sep 29, Oct 1	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C341	Dec 8, 10	MW	8:30am-12:00pm	$100-KaCC	OCET-2

POWERPOINT 2007 INTRODUCTION
Prerequisite: Windows experience or equivalent. Develop a professional presentation using PowerPoint 2007. Learn the basics of creating, editing and managing slides. Use the tools to add format text and add effects to your slides.

08F-C350	Sep 8, 10	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C351	Nov 17, 19	MW	8:30am-12:00pm	$100-KaCC	OCET-2

POWERPOINT 2007 INTERMEDIATE
Prerequisite: PowerPoint introduction or equivalent. Enhance a PowerPoint presentation with tables, graphics, charts and graphs. Discover advanced animation options, and insert sound and movie clips into a presentation.

08F-C360	Sep 15, 17	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C361	Nov 24, 26	MW	8:30am-12:00pm	$100-KaCC	OCET-2

ACCESS 2007 INTRODUCTION
Prerequisite: Windows experience or equivalent. Get started on creating a functional database system using Access 2007. At this introduction level, you will create and manage records; sort, filter, and view data; create forms, queries and reports.

08F-C201	Aug 4, 6	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C202	Oct 14, 16	TTh	1:00pm-4:30pm	$100-KaCC	OCET-2

ACCESS 2007 INTERMEDIATE
Prerequisite: Access Introduction or equivalent. Discover advanced file tasks, work with customizing, formatting controlling and managing tables, organize and formate reports, perform multiple types of queries.

08F-C210	Aug 11, 13	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C211	Oct 21, 23	TTh	1:00pm-4:30pm	$100-KaCC	OCET-2

ACCESS 2007 ADVANCED

Prerequisite: Access Intermediate or equivalent. Gain advanced data management skills (referential integrity, table relationships, switchboards and modal dialogue boxes). Use subforms and advanced form tasks and explore how to export forms. Create a PivotTable and a PivotChart.

08F-C220	Aug 18, 20	MW	1:00pm-4:30pm	$100-KaCC	OCET-2
08F-C221	Oct 28, 30	TTh	1:00pm-4:30pm	$100-KaCC	OCET-2

ADOBE INDESIGN LEVEL 1

Prerequisite: Windows 95/98/XP or Macintosh environment and mouse proficiency.   Adobe's InDesign is considered the best desktop publishing program currently on the market incorporating some features of Photoshop and Illustrator. Whether you are a new or past user of page layout/publishing programs, learn the basics of combining art, text and graphic elements using the digital tools and techniques of InDesign.

08F-C530	Jul 8, 10	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

ADOBE INDESIGN LEVEL 2

Prerequisite: Adobe InDesign Level 1. This continuation course is designed for past users of page layout/publishing programs and for students who completed Adobe InDesign Level 1. Learn more of the basics of combining art, text and graphic elements using the digital tools and techniques of InDesign.

08F-C531	Jul 15, 17	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

ADOBE ILLUSTRATOR LEVEL 1

Prerequisite: Windows or Macintosh environment and mouse proficiency. This software tool is preferred by a host of occupations including fine and commercial artists and architects who demand accurate and innovative art and technical drawings. If you are a new user, beginning student or professional who wants to learn ways of enhancing their graphic projects, this course is for you. In this hands-on class, experience basic drawing, editing and reproduction commands and special features and tools of Illustrator.

08F-C550	Aug 19, 21	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

ADOBE ILLUSTRATOR LEVEL 2

Prerequisite: Adobe Illustrator Level 1. This software tool is preferred by a host of occupations including fine and commercial artists and architects who demand accurate and innovative art and technical drawings. In this hands-on class, experience more drawing, editing and reproduction commands as well as additional special features and tools of Illustrator.

08F-C551	Aug 26, 28	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

ADOBE PHOTOSHOP LEVEL 1

Prerequisite: Windows or Macintosh environment and mouse proficiency. Photoshop has been used by professional and amateur photographers as well as graphic designers in the preparation of edited photographs. This course is designed for you, the beginner or professional photographer, who wants to learn techniques that will enhance your photographs. In this hands-on class, experience Adobe Photoshop's digital tools and editing techniques.

08F-C660	Sep 9, 11	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

ADOBE PHOTOSHOP LEVEL 2

Prerequisite: Photoshop Level 1 or equivalent. Photoshop has been used by professional and amateur photographers as well as graphic designers in the preparation of edited photographs. In this hands-on class, experience Adobe Photoshop's digital tools and editing techniques.

08F-C661	Sep 16, 18	TTh	1:00pm-4:30pm	$125-KaCC	OCET-2

DREAMWEAVER LEVEL 1

Prerequisite: HTML Introduction or equivalent. Adobe's Dreamweaver is the tool preferred by many web designers, and in this course, you'll learn why. Learn the Dreamweaver environment and get a start on site control, layout using tables, CSS (brief introduction), hyperlinks and image processing. You'll get a good start on the skills you'll need to design and publish web sites. Come and get a start with the web-authoring package that can turn you into a pro.

08F-C670	Oct 20, 22	MW	1:00pm-4:30pm	$125-KaCC	OCET-2

DREAMWEAVER LEVEL 2

Prerequisite: HTML Introduction or equivalent. Adobe's Dreamweaver is the tool preferred by many web designers, and in this course, you'll learn why. Learn the Dreamweaver environment and get a start on site control, layout using tables, CSS (brief introduction), hyperlinks and image processing. You'll get a good start on the skills you'll need to design and publish web sites. Come and get a start with the web-authoring package that can turn you into a pro.

08F-C671	Oct 27, 29	MW	1:00pm-4:30pm	$125-KaCC	OCET-2

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

7 HABITS OF EFFECTIVE MANAGERS

Develop the skills needed to build effective teams, to solve problems, strengthen relationships, and increase success. Dr. Stephen Covey's methods are taught worldwide, and our instructors are trained in the Covey method. Courses taught on Kauai will build "local style" insights into the class context. The participant's supervisor can attend the training for the cost of the workbook only. *Tuition assistance (up to 50%) is available through a designated grant.

08F-CV201	Jul 22, 24	TTh	8:00am-5:00pm	$289-KaCC	OCET-1
08F-CV202	Oct 16, 17	ThF	8:00am-5:00pm	$289-KaCC	OCET-1

EXPLORING BEHAVIORAL STYLES

How many times has someone gotten upset with you because they misunderstood your intentions? How many times has someone misread your tone, your mood, or your approach? Was there a small change that you could have made that would have prevented all the confusion? Too often, that insight comes a little too late. This course is designed to help participants grasp that insight before misunderstandings occur, not after. The DiSC model helps people understand some of the most important aspects of human perception and interaction. Participants learn to see the characteristics of each DiSC style and understand their own unique preferences. But most important, they recognize how behavior is likely to be misread and learn how to adjust their communication to meet the needs and styles of those around them.

08F-B200	Aug 21	Th	1:00pm-5:00pm	$110-KaCC	OCET-1

PRESENTATION SURVIVAL SCHOOL

A great presenter has two unique qualities, appropriate skills and personal confidence. This confidence comes from knowing what you want to say, and being comfortable with your communication skills. In this two-day workshop, you will master the skills that will make you a better speaker and presenter.]

08F-B201	Sep 17,19	WF	12:00pm-4:00pm	$99-KaCC	OCET-1

REDUCING CONFLICT

Few of us like conflict. So why is it so pervasive, so enduring, and so difficult to resolve? One of the primary reasons is that we all have a natural instinct to see just one side of the issue: our own. Can the instinct be reshaped? Twenty-five years of DiSC training show it can. This is a simple but powerful program that helps individuals and groups develop the understanding and empathy to work through tough interpersonal conflicts. This course is designed to spark a lasting change that speaks to not only the individual, but also the group. It builds fundamental skills that are crucial for effective teamwork and communication.

08F-B202	Oct. 2	Th	8:00am-4:00pm	$200-KaCC	OCET-1

IMPROVING COMMUNICATION

Understand the DiSC model of human nature and develop an appreciation for personal differences. Get feedback to see the different ways that behaviors are interpreted by coworkers and gain an empathic understanding for why coworkers act the way they do. Recognize the types of communication that are effective and ineffective with each style, and develop specific communication strategies that build a culture of alliance and collaboration.

08F-B204	Dec 9	T	8:00am-4:00pm	$200-KaCC	OCET-1

MAUI , MOLOKAI, AND LANAI

Reminder: Register with your departmental personnel office.

- Those interested in viewing Maui Community College (MCC) offerings that go beyond what is listed below may do so by going to: www.ocet.org, click on the subject headings under 'Continuing Education & Training' for a list of their current offerings. The schedule will be available in mid-August for viewing.

- Please note the Maui Community College schedule is a combined listing of both state and public offerings, therefore some class listings may not be approved for state workers. Those classes approved for state workers will be designated by an asterisk (*) by MCC. If you are unsure of the class approval status, please contact your departmental personnel office.

SAFETY

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT)
This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs). This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs.

Session 0024   Jul 23   12:30p - 3:30p $0.00-HRD   Ma UPW

WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (EVIW)
Provides non-supervisory employees, primarily from BU 1 and 10, the means and methods to maintain a workplace free from violence. Provide employees safety and health training that includes recognition of conditions and behaviors that may lead to or increase the risk of violence. This training program is a contractual provision of UPW.

Session 0107   Jul 22   9:00a -11:00a $0.00-HRD   Ma UPW
Session 0108   Jul 22   12:00p – 2:30p $0.00-HRD   Ma UPW

WORKPLACE VIOLENCE TRAINING PROGRAM FOR SUPERVISORS (VIW)
Workplace violence is a growing concern as it continues to escalate in our workplaces. Many of us do not understand what constitutes workplace violence or what must be done when we are informed of it. Supervisors are at the frontline of identifying incidences of workplace violence. The purpose of the program is to educate you on the nature of violence in the workplace, where it is most likely to occur, signs and signals of potential exposures to violence, prevention and mitigating activities, and employee responsibilities.

Session 0059   Jul 23   9:00a -11:00a $0.00-HRD   Ma UPW

COMPUTER

If you need training on Office XP, please sign up for courses for the Office 2003 version of the product. The two products are very similar and almost everything that you would learn in an Office 2003 class would be applicable to the Office XP version of the product.

Prerequisites
Prerequisites skills are noted in the course summaries. For complete course descriptions, go to www.nhofhawaii.com in the training information section. New Horizons stresses the importance of having prerequisites skills/knowledge to ensure participants receive full value from their training. Not having prerequisite skills/knowledge may hinder the participant's ability to grasp all the information presented in the class. Please look at the course summary of the prerequisites required to see if you may have equivalent hands-on knowledge or experience.

Class Updates
Please go to our web site set up for the state contract www.nhofhawaii.com/stateclassreg for any updates of classes being added or removed to the schedule.

Classes to be held at State ICSD Lab

MICROSOFT WORD 2003 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y03WDI	Aug 6	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03WDI	Sep 29	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will create, edit, and enhance standard business documents using Microsoft Office Word 2003. Prerequisite: Basic Windows skills.

MICROSOFT WORD 2003 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y03WDM	Aug 28	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03WDM	Oct 22	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students increase the complexity of their Microsoft Office Word 2003 documents by adding components such as customized lists, tables, charts, and graphics. They also create personalized Microsoft Office Word 2003 efficiency tools. Prerequisite: Microsoft Word 2003 Introduction.

MICROSOFT WORD 2003 ADVANCED

Course Code	Date	Time	Cost	Location
Y03WDA	Jul 30	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03WDA	Sep 17	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03WDA	Dec 9	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will learn how to use Word to create, manage, revise, and distribute long documents, forms, and Web pages. Prerequisite: Microsoft Word 2003 Intermediate.

MICROSOFT EXCEL 2003 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y03EXI	Aug 4	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03EXI	Sep 30	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, you will use Microsoft Office Excel 2003 to manage, edit, and print data. Prerequisite: Basic Windows skills.

MICROSOFT EXCEL 2003 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y03EXM	Aug 25	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03EXM	Nov 3	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, you will use Microsoft Office Excel 2003 to streamline and enhance your spreadsheets with templates, charts, graphics, and formulas. Prerequisite: Microsoft Excel 2003 Introduction.

MICROSOFT EXCEL 2003 ADVANCED

Course Code	Date	Time	Cost	Location
Y03EXA	Jul 21	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03EXA	Sep 10	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03EXA	Dec 4	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will learn how to automate common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications. Prerequisite: Microsoft Excel 2003 Intermediate.

MICROSOFT POWERPOINT 2003 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y03PPI	Aug 7	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03PPI	Oct 6	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will create effective basic PowerPoint presentations for delivery in front of an audience. Prerequisite: Basic Windows skills.

MICROSOFT POWERPOINT 2003 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y03PPM	Jul 17	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03PPM	Sep 2	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03PPM	Oct 27	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will enhance presentations with features that will transform basic presentations into those with a powerful means of communication. Prerequisite: Microsoft PowerPoint 2003 Introduction.

MICROSOFT ACCESS 2003 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y03ACI	Aug 11	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03ACI	Oct 1	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, you will be introduced to the concept of the relational database and the Microsoft Office Access 2003 relational database application, and information management tools. Prerequisite: Basic Windows skills.

MICROSOFT ACCESS 2003 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y03ACM	Jul 9	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03ACM	Aug 27	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03ACM	Oct 30	8:30 - 4:00	$139.00	Keoni Ana Rm 303

Continuing from the Introduction course, you will learn how to design and create a new Access database. Prerequisite: Microsoft Access 2003 Introduction.

MICROSOFT ACCESS 2003 ADVANCED

Course Code	Date	Time	Cost	Location
Y03ACA	Jul 14	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03ACA	Sep 15	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y03ACA	Dec 8	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, student will extend their knowledge into some of the more specialized and advanced capabilities. Prerequisite: Microsoft Access 2003 Intermediate.

MICROSOFT WORD 2007 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y07WDI	Aug 21	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07WDI	Oct 7	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, student will learn basic concepts required to produce basic business documents. They will create, edit, and enhance standard business documents using Microsoft® Office Word 2007. Prerequisite: Basic Windows skills.

MICROSOFT WORD 2007 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y07WDM	Jul 1	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07WDM	Sep 9	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07WDM	Nov 13	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students create complex documents in Microsoft® Office Word 2007 documents and build personalized efficiency tools in Microsoft® Word 2007. Prerequisite: Microsoft Word 2007 Introduction

MICROSOFT WORD 2007 ADVANCED

Course Code	Date	Time	Cost	Location
Y07WDA	Jul 29	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07WDA	Sep 22	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07WDA	Dec 16	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will learn how to use Word to create, manage, revise, and distribute long documents, forms. Prerequisite: Microsoft Word 2007 Intermediate

MICROSOFT EXCEL 2007 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y07EXI	Aug 13	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07EXI	Oct 16	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students create and edit basic Microsoft Office Excel 2007 worksheets and workbooks. Prerequisite: Basic Windows skills.

MICROSOFT EXCEL 2007 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y07EXM	Jul 3	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07EXM	Sep 4	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07EXM	Nov 17	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students use Excel 2007 to streamline and enhance spreadsheets with templates, charts, graphics, and formulas. They will apply visual elements and advanced formulas to a worksheet to display data in various formats. Prerequisite: Microsoft Excel 2007 Introduction

MICROSOFT EXCEL 2007 ADVANCED

Course Code	Date	Time	Cost	Location
Y07EXA	Jul 24	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07EXA	Sep 23	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07EXA	Dec 10	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will learn how to automate common tasks, apply advanced analysis techniques to more complex data sets, collaborate on worksheets with others, and share Excel data with other applications. Prerequisite: Microsoft Excel 2007 Intermediate

MICROSOFT POWERPOINT 2007 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y07PPI	Aug 18	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07PPI	Oct 21	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will work with Microsoft Office PowerPoint 2007 to create electronic presentations. Prerequisite: Basic Windows skills.

MICROSOFT POWERPOINT 2007 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y07PPI	Jul 28	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07PPI	Sep 25	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07PPI	Nov 26	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students enhance a presentation with features that will transform it into a powerful means of communication. They will customize the PowerPoint interface to suit their requirements. Prerequisite: Microsoft PowerPoint 2007 Introduction

MICROSOFT ACCESS 2007 INTRODUCTION

Course Code	Date	Time	Cost	Location
Y07ACI	Aug 19	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07ACI	Oct 9	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In the course, students create and modify new databases and their various objects. Prerequisite: Basic Windows skills.

MICROSOFT ACCESS 2007 INTERMEDIATE

Course Code	Date	Time	Cost	Location
Y07ACM	Jul 8	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07ACM	Sep 8	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07ACM	Nov 24	8:30 - 4:00	$139.00	Keoni Ana Rm 303

Continuing from the introduction course, learn how to maintain data consistency and integrity; improve queries, forms, and reports; and also integrate Access 2007 with other applications. Prerequisite: Microsoft Access 2007 Introduction

MICROSOFT ACCESS 2007 ADVANCED

Course Code	Date	Time	Cost	Location
Y07ACA	Jul 22	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07ACA	Sep 18	8:30 - 4:00	$139.00	Keoni Ana Rm 303
Y07ACA	Dec 15	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will create complex Access databases by structuring existing data, writing advanced queries, and making effective use of forms and reports. Prerequisite: Microsoft Access 2007 Intermediate

MICROSOFT WINDOWS XP INTRODUCTION

Course Code	Date	Time	Cost	Location
YXPWNI	Aug 12	8:30 - 4:00	$139.00	Keoni Ana Rm 303
YXPWNI	Dec 2	8:30 - 4:00	$139.00	Keoni Ana Rm 303

Students will learn the basic skills necessary to operate and maintain a personal computer using Windows XP Professional. Prerequisite: Some basic acquaintance with a computer.

INTERNET EXPLORER 7.0

Course Code	Date	Time	Cost	Location
YIE70I	Dec 17	8:30 - 4:00	$139.00	Keoni Ana Rm 303

In this course, students will use the tabbed browsing feature to browse the web and access the information they desire. Internet Explorer 7 provides a user-friendly interface and enhanced security features for a safe and secure browsing experience. Prerequisite: Some basic acquaintance with a computer.

USING HTML TO CREATE WEB PAGES

Course Code	Date	Time	Cost	Location
YHTWP	Jul 7	8:30 - 4:00	$139.00	Keoni Ana Rm 303
YHTWP	Dec 1	8:30 - 4:00	$139.00	Keoni Ana Rm 303

This course is on the topic of creating Web pages with Hypertext Markup Language (HTML). This course presents the basics of this foundational Web technology and enables you to create your own functional pages. Prerequisite: Basic Windows skills.

<u>Classes to be held at New Horizons location</u>

MICROSOFT OUTLOOK 2003

Course Code	Date	Time	Cost	Location
Y03OTI	Jul 24	8:30 - 4:00	$199.00	New Horizons Kapiolani
Y03OTI	Aug 29	8:30 - 4:00	$199.00	New Horizons Kapiolani
Y03OTI	Oct 10	8:30 - 4:00	$199.00	New Horizons Kapiolani

This course will provide students with the skills needed to start sending and responding to email in Microsoft Office Outlook 2003, as well as maintaining the Calendar, scheduling meetings, and working with tasks and notes. Prerequisite: Basic Windows skills.

MICROSOFT OUTLOOK 2007

Course Code	Date	Time	Cost	Location
Y07OTI	Jul 2	8:30 - 4:00	$199.00	New Horizons Kapiolani
Y07OTI	Aug 5	8:30 - 4:00	$199.00	New Horizons Kapiolani
Y07OTI	Oct 20	8:30 - 4:00	$199.00	New Horizons Kapiolani

In this course, students learn how to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. Prerequisite: Basic Windows skills.

MICROSOFT PROJECT

Course Code	Date	Time	Cost	Location
YPRPL	Jul 1	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPRPL	Aug 8	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPRPL	Oct 24	8:30 - 4:00	$199.00	New Horizons Kapiolani

This course is designed for individuals who use Microsoft Office Project. The topics in this course cover the critical skills necessary to create and modify a project plan file that contains tasks, resources, and resource assignments. This course will build upon that knowledge, and give you the opportunity to work with a project plan once it has entered the project implementation phase. Prerequisite: Basic Windows skills. Recommended: Some familiarity with Excel or Access.

WINDOWS VISTA INTRODUCTION

Course Code	Date	Time	Cost	Location
YVSWNI	Aug 20	8:30 - 4:00	$199.00	New Horizons Kapiolani
YVSWNI	Oct 29	8:30 - 4:00	$199.00	New Horizons Kapiolani

In this course, students will familiarize themselves with the basics of personal computers, customize Windows Vista, and manage file and folders. They will also work with simple tools and browse the Internet. Prerequisite: Some basic acquaintance with a computer.

INTERNET EXPLORER 6.0

Course Code	Date	Time	Cost	Location
YIE60I	Aug 22	8:30 - 4:00	$199.00	New Horizons Kapiolani
YIE60I	Nov 14	8:30 - 4:00	$199.00	New Horizons Kapiolani

Students will learn how to browse and find information on the Internet using Internet Explorer 6.0. Prerequisite: Basic Windows skills

PHOTOSHOP INTRODUCTION

Course Code	Date	Time	Cost	Location
YPHSI	Jul 7	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPHSI	Sep 12	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPHSI	Nov 21	8:30 - 4:00	$199.00	New Horizons Kapiolani

Photoshop presents a great depth of tools and functions to manage photographs. The introductory class covers the environment, sizing images, selecting image areas, working with layers, and blending and compositing. Prerequisite: Basic Windows skills and some familiarity with photography.

PHOTOSHOP INTERMEDIATE

Course Code	Date	Time	Cost	Location
YPHSM	Jul 29	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPHSM	Sep 26	8:30 - 4:00	$199.00	New Horizons Kapiolani
YPHSM	Nov 12	8:30 - 4:00	$199.00	New Horizons Kapiolani

Students go more deeply into the abilities of Photoshop in this second class, covering image modes, color and painting, text, layer effects, filters, adjusting images and saving completed images. Prerequisite: Photoshop Introduction.

ACROBAT

Course Code	Date	Time	Cost	Location
YAAPDI	Jul 28	8:30 - 4:00	$199.00	New Horizons Kapiolani
YAAPDI	Sep 5	8:30 - 4:00	$199.00	New Horizons Kapiolani
YAAPDI	Nov 7	8:30 - 4:00	$199.00	New Horizons Kapiolani

In this course, students will use Adobe Acrobat to make your information more portable, accessible, and useful to meet the needs of your target audience. Prerequisite: Basic Windows skills.

DREAMWEAVER

Course Code	Date	Time	Cost	Location
YDRDI	Jul 30	8:30 - 4:00	$199.00	New Horizons Kapiolani
YDRDI	Oct 3	8:30 - 4:00	$199.00	New Horizons Kapiolani
YDRDI	Nov 26	8:30 - 4:00	$199.00	New Horizons Kapiolani

This course will introduce students to the basics of the Macromedia Dreamweaver Web development application. Prerequisite: Basic Windows skills. Recommended: Exposure to HTML.

HEALTH AND WELLNESS

ADDRESSING SEXUAL HARASSMENT IN THE WORKPLACE (ASH)

Sexual harassment on the job is something we do not like to think about, yet it can and does happen. This course will help us to understand what behaviors constitute sexual harassment, what the individual and organization liabilities are and what to do should it happen at the worksite. Additional sessions may be scheduled depending on need

083BMST166A	Nov 14	8:00-12N	$45.00-KCC	Oa KCCmano 104

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

ADVANCED WRITING

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely.
In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style. ***This seminar will also cover e-mail etiquette and writing strategies.***
Recommended Prerequisite: Review of English Grammar. (3 meetings)

083BMST140A	Oct 27, 29, 31	8:00-12N	$80.00-KCC	Oa KCCmano 104

COMMUNICATING AT WORK (INCLUDES STRATEGIES FOR BUILDING & MOTIVATING TEAMS)

Discover the basic principles and practice the basic skills of good interpersonal communication. Learn how to build trusting, supportive climates and relationships, how to listen with empathy, as well as how to resolve conflicts and sell your ideas to others. ***This workshop will also train you on how to develop high performance teams by aligning personal and organizational goals, finding and building on employee strengths, and promoting and maintaining commitment from team members.*** (3 meetings)

083BMST145A	Oct 13, 15, 17	8:00-12N	$80.00-KCC	Oa KCCmano 104

CONDUCTING INVESTIGATIONS 101

This one-day class focuses on non-criminal investigations such as those resulting from charges of discrimination and misconduct. (This class is similar to the investigations classes Susan Kitsu and Francis Keeno taught earlier.) It is intended for employees who will be called upon periodically to conduct such investigations for their departments. Key topics include the role of the investigator, common types of investigations, conducting the investigation and finalizing the investigative report.

Session 0013	Jul 15	8:00a-4:00p	$0.00-HRD	Oa SB SOT rm1403
Session 0014	Sept 9	8:00a-4:00p	$0.00-HRD	Oa SB SOT rm1403
Session 0015	Nov 6	8:00a-4:00p	$0.00-HRD	Oa SB SOT rm1403

CONFLICT RESOLUTION (Includes Strategies for Dealing with Difficult People)

Conflict occurs at many levels. Understanding the level at which the conflict exists is the first step to resolving an undesirable situation. This course will offer the participants an experiential opportunity to assess their individual styles under normal and conflict conditions. In addition, participants will receive practical ways in which conflicts can be resolved, diffused, or avoided. ***This workshop will also include techniques on how to deal with difficult people by learning to understand them, and how to identify the different "problem types" in order to skillfully approach them to achieve results.*** (3 meetings)

083BMST200A	Oct 20, 22, 24	8:00-12N	$80.00-KCC	Oa KCCmano 104

COPING UNDER PRESSURE

This workshop will discuss the following topics: the nature of anger; its causes and triggers; the cycle of anger: the process; personal anger behaviors; consequences of anger; personal responsibility: breaking the cycle; anger management techniques; self-esteem & anger: understanding the connection; assertiveness skills; and personal anger management plan. (2 meetings)

083BMST115A   Sep 16, 18   8:00-12N $60.00-KCC   Oa KCCmano 104

HANDLING MULTIPLE PRIORITIES

Handling Multiple Priorities with effectiveness and ease is challenging. We all need support to be our best. This workshop provides the information, tools and support for you to manage your energy, time and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management to multi-task with ease. **(3 meetings)**

083BMST211A   Nov 17, 19, 21   8:00-12N $80.00-KCC   Oa KCCmano 104

MEMORY ENHANCEMENT

Give your brain a fantastic workout by participating in Memory Enhancement. Learn and immediately use proven mnemonic devices such as Peg Systems and Story Telling to Recall Names, Numbers, Scientific Terms and more. Make Memorable Notes using Mapping to store and recall complex material. Learn how to use Biofeedback to discover your optimal learning zone.

083BMST150A   Nov 6, 13   8:00-12N $60.00-KCC   Oa KCCmano 104

MEMOS THAT WORK

How you write memos provides a clue to your style of management as well as to your personality. In this seminar, you will improve the memos you write so you communicate more effectively in a shorter time. Aside from routine memos, bad news memos, and persuasive memos, you will learn about memo design, memo etiquette, and memo writing style rules. (2 meetings) **Recommended Prerequisite: Review of English Grammar.**

083BMST147A   Nov 24, 26   8:00-12N $60.00-KCC   Oa KCCmano 104

NEW EMPLOYEE ORIENTATION (NEO)

This workshop serves as a supplemental course on topics for the newly hired employee. It is intended to be a refresher course for new employees, whereby they will hear general presentations from several speakers on topics such as deferred compensation, ethics, safety on the job, heath care, and employee retirement system.

Ses 0023   Aug 6   7:45a - 12:30p $0.00-HRD   Oa SB SOT rm 204
Ses 0024   Nov 5   7:45a - 12:30p $0.00-HRD   Oa SB SOT rm 204

OFFICE SUPPORT STAFF WORKSHOP (OSS)

This one-day workshop focuses on several areas of interest to the clerical support staff. Topics were selected based on the results of focus group sessions held with office support employees to determine their training needs. Topics include: Just My Type: Using Relationship Strategies to Improve Communication Skills, Skill Wars: Winning the Battle for a Better Working Relationship, Stressed? Who Me?: Stress Awareness for the 21st Century, What's Really Important?: How to Manage Your Priorities, and Making the Connection: How to Work Effectively with Your Boss.

Ses 0022   Jul 16   8:00a – 4:00p $0.00-HRD   Oa SB SOT rm 1403
Ses 0023   Sept 10   8:00a – 4:00p $0.00-HRD   Oa SB SOT rm 1403
Ses 0024   Nov 7   8:00a – 4:00p $0.00-HRD   Oa SB SOT rm 1403

PRE-RETIREMENT REVIEW SEMINAR (PRSN: NON-CONTRIBUTORY PLAN)

Prerequisite: Must be a **NON-CONTRIBUTORY** plan member who is not currently enrolled in the Hybrid plan. This seminar will give a generalized review of the current Non-Contributory Plan. Various speakers will present program information on topics such as deferred compensation, employee retirement system, health care, and social security. The purpose of this seminar is not to provide specific financial planning advice but rather to review the various programs and benefits which, when combined, make up the typical retirement process.

Ses 0012 PRSN   Sep 24   8:00a - 2:30p $0.00-HRD   Oa StCapAu

PRE-RETIREMENT REVIEW SEMINAR (PRSC: CONTRIBUTORY PLAN)

Prerequisite: Must be a **CONTRIBUTORY** plan member who is not currently enrolled in the Hybrid plan. This seminar will give a generalized review of the current Contributory Plan. Various speakers will present program information on topics such as deferred compensation, employee retirement system, health care, and social security. The purpose of this seminar is not to provide specific financial planning advice but rather to review the various programs and benefits which, when combined, make up the typical retirement process.

Ses 0012 PRSC   Sep 25   8:00a - 3:00p $0.00-HRD   Oa StCapAu

PRE-RETIREMENT REVIEW SEMINAR (PRSH: HYBRID PLAN)

Prerequisite: Must be a **HYBRID** plan member. This seminar will give a generalized review of the current Hybrid plan **AND** the combination of Non-Contributory or Contributory plans with the Hybrid plan. Various speakers will present program information on topics such as deferred compensation, employee retirement system, health care, and social security. The purpose of this seminar is not to provide specific financial planning advice but rather to review the various programs and benefits which, when combined, make up the typical retirement process.

Ses 0012 PRSH   Sept 25   8:00a - 3:00p $0.00-HRD   Oa StCapAu

PROVIDING SUPERIOR CUSTOMER SERVICE (INCLUDES TELEPHONE SKILLS)

Do you actively listen to your customers? Do you treat them the way you want to be treated? Participate in this class to discover how you can provide excellent service for each and every customer. Communication skills in active listening and speaking are covered for both in-person and over the telephone situations. Learn how to immediately establish rapport with your customers, how to resolve conflicts effectively, and how to ensure your customers are fully listened to and supported each and every time.

083BMST130A   Dec 1, 3, 5   8:00-12N $80.00-KCC   Oa KCCmano 104

REPORT WRITING (INCLUDES STRATEGIES FOR EDITING & PROOFREADING)

Writing a factual observation or incident report in legal, legislative, and personnel reviews is becoming a common practice. This course gives employees guidelines and formulas for construction and completing reports. Learn to combine writing techniques to complete reports quickly, efficiently, and accurately.
This workshop will also include editing & proofreading techniques such as: adding, deleting, and reorganizing text in terms of content, organization, and style. **Recommended Prerequisite: Review of English Grammar.**

083BMST160A   Nov 3, 5, 7   8:00-12N $80.00-KCC   Oa KCCmano 104

REVIEW OF ENGLISH GRAMMAR (INCLUDES ADVANCED GRAMMAR)

The ability to communicate effectively is essential. Communication that is clear, correct, and concise reflects the user's mastery of the English language. This 12-hour program is an intensive course in the fundamentals of grammar, punctuation, and spelling. In addition, it will also cover the different kinds of verbs, using adjectives and adverbs correctly, verbals, different phrases, noun complements, and uses of pronoun cases.

083BMST120A   Sep 22, 24, 26   8:00-12N $80.00-KCC   Oa KCCmano 104

SPEED READING

Do you have reports, materials, and business publications that you don't have time to read? This class provides information and training in accelerated reading methods for general and technical reading. It is designed to have you experience reading twice as fast with improved comprehension, measured through a series of pre, mid and post tests. In addition, health tips are given to support eyesight, energy and posture.

083BMST125A   Nov 18, 25   8:00-12N $60.00-KCC   Oa
KCCmano 104

SAFETY

Note: Fall Classes (Sep-Dec) will be announced in mid-August.

How to Register for Leeward Community College Classes

Please register early as some classes fill quickly. It is recommended that participants register at least five (5) business days prior to the class starting date during office hours.

Office Hours: Monday – Thursday   8:00am - 5:00pm
                    Friday   8:00am - 12:00pm (excluding holidays)

T9500 DEFENSIVE DRIVING COURSE

This National Safety Council certified course is a comprehensive driver improvement program offering practical knowledge to avoid crashes with defensive driving techniques. Emphasis is placed on the application of safe, responsible and lawful driving behaviors. This course satisfies the mandatory traffic class for participants with traffic violations.

$79-OaLCCce 202

Course#	Date	Time
T9500aw	Jul 12	8:00am-2:00pm
T9500a	Jul 15	8:00am-2:00pm
T9500bw	Aug 9	8:00am-2:00pm
T9500b	Aug 12	8:00am-2:00pm
T9500cw	Sep 6	8:00am-2:00pm
T9500c	Sep 16	8:00am-2:00pm
T9500dw	Oct 4	8:00am-2:00pm
T9500d	Oct 14	8:00am-2:00pm
T9500ew	Nov 1	8:00am-2:00pm
T9500e	Nov 18	8:00am-2:00pm
T9500fw	Dec 6	8:00am-2:00pm
T9500f	Dec 16	8:00am-2:00pm

T9700 FORKLIFT CERTIFICATION

Hawaii Occupational Safety & Health in conjunction with OSHA, established certification requirements for forklift operators. Regulations require employers to provide the training. LCC has established a training and certification program that meets industry standards. Participant must wear long pants and covered shoes. Participant must be at least eighteen years of age. Certification is for Class 1, 4, & 5 vehicles only.

$135-OaLCCce 202

Course #	Date	Time
T9700a	Jul 23	8:00am-3:00pm
T9700b	Jul 30	8:00am-3:00pm
T9700c	Aug 13	8:00am-3:00pm
T9700d	Aug 20	8:00am-3:00pm
T9700e	Sep 17	8:00am-3:00pm
T9700f	Sep 24	8:00am-3:00pm
T9700g	Oct 15	8:00am-3:00pm
T9700h	Oct 22	8:00am-3:00pm
T9700i	Nov 19	8:00am-3:00pm
T9700j	Nov 26	8:00am-3:00pm
T9700k	Dec 17	8:00am-3:00pm

DRUG AND ALCOHOL TESTING PROGRAM FOR SUPERVISORS (CDAT)

This course is for supervisors tasked with responsibilities under the Drug and Alcohol Testing (DAT) program to meet requirements found in federal regulations, Collective Bargaining Unit Agreements (CBAs) and Memorandum of Agreements (MOAs). This training program will inform supervisors of their responsibilities under the state DAT program. Supervisors designated to determine whether reasonable suspicion exists are required to attend training on a recurring basis and on a timeline to be determined by their appropriate CBA and MOAs.

Session 0025	Aug 20	8:30a – 11:30a	$0.00-HRD	Oa SOT rm 204
Session 0026	Aug 20	12:30p – 3:30p	$0.00-HRD	Oa SOT rm 204
Session 0028	Oct 16	8:30a – 11:30a	$0.00-HRD	Oa Aloha ST
Session 0029	Oct 16	12:30p – 3:30p	$0.00-HRD	Oa Aloha ST

WORKPLACE VIOLENCE TRAINING PROGRAM FOR EMPLOYEES (EVIW)

Provides non-supervisory employees, primarily from BU 1 and 10, the means and methods to maintain a workplace free from violence. Provide employees safety and health training that includes recognition of conditions and behaviors that may lead to or increase the risk of violence. This training program is a contractual provision of UPW.

Session 0109	Aug 8	9:00a – 11:00a	$0.00-HRD	Oa Aloha ST
Session 0110	Aug 8	1:00p – 3:00p	$0.00-HRD	Oa Aloha ST
Session 0113	Oct 22	9:00a– 11:00a	$0.00-HRD	Oa SOT rm 204
Session 0114	Oct 22	1:00p – 3:00p	$0.00-HRD	Oa SOT rm 204
Session 0115	Nov 20	9:00a – 11:00a	$0.00-HRD	Oa Aloha ST
Session 0116	Nov 20	1:00p – 3:00p	$0.00-HRD	Oa Aloha ST

WORKPLACE VIOLENCE TRAINING PROGRAM FOR SUPERVISORS (VIW)

Workplace violence is a growing concern as it continues to escalate in our workplaces. Many of us do not understand what constitutes workplace violence or what must be done when we are informed of it. Supervisors are at the frontline of identifying incidences of workplace violence. The purpose of the program is to educate you on the nature of violence in the workplace, where it is most likely to occur, signs and signals of potential exposures to violence, prevention and mitigating activities, and employee responsibilities.

Session 0060	Aug 27	9:00a -11:00a	$0.00-HRD	Oa SOT rm204
Session 0061	Aug 27	1:00p - 3:00p	$0.00-HRD	Oa SOT rm204

SUPERVISORY LEADERSHIP (Department of Human Resources Development)
Supervisory Leadership Development Program (SLDP)
Register via HRMS

SO, YOU WANT TO BE A SUPERVISOR! (SYW)

This one-day course will focus on giving non-supervisory employees interested in moving up to supervisory positions an understanding of what it means to be a supervisor, what a supervisor really does, and the benefits and challenges of being one.

Ses 0012	Aug 21	8:00a-4:00p	$65.00-HRD	OaKCCmano rm104
Ses 0013	Oct 15	8:00a-4:00p	$65.00-HRD	OaKCCmano rm104

FUNDAMENTALS OF MANAGEMENT (FOM)

This three-day course is an introduction to the field of supervision. It covers the critical general management skills new supervisors need to master in their daily work. Topics in this course include the role of the supervisor, planning, controlling, delegating and problem solving. Foremen (blue collar), working supervisors (professional/white collar), and supervisors in the white collar/professional series should attend this course.

Ses 0018	Sept 3, 10, & 17	8:00a-4:00p	$200.00-HRD	OaKCCmano rm104

GENUINE LEADERSHIP 1 (GL1)

This four-day course provides supervisors with leadership skills and focuses on how to: apply basic principles to address organizational problems, listen effectively and identify and cultivate good sources of information, develop strategies to deal effectively with change, manage competing priorities, provide constructive feedback and develop others, and determine how recognizing and reinforcing behaviors can lead to organizational success. Supervising foremen (blue collar), working supervisors (white collar/professional), and supervisors in the white collar/professional series should attend this course.

Ses 0007	Aug 5, 12, 19, & 26	8:00a-4:00p	$450.00-HRD	OaSB SOT rm 1403
Ses 0008	Oct 7, 14, 21 & 28	8:00a-4:00p	$450.00-HRD	OaSB SOT rm 1403

GENUINE LEADERSHIP 2 (GL2)

Prerequisite: Completion of Genuine Leadership Part 1. This four-day course continues to provide supervisors with skills focusing on: addressing emotions at work, building team pride and purpose, resolving conflicts within your team, negotiating resources for your team, preparing for performance-related discussions, clarifying performance expectations, correcting performance problems, and conducting performance reviews. Supervising foremen (blue collar), working supervisors (white collar/professional), and supervisors in the white collar/professional series should attend this course.

Ses 0004	Nov 12, 18, 25 & Dec 2	8:00a-4:00p	$450.00-HRD	OaSB SOT rm 1403

INTRODUCTION TO SUPERVISION (ISUP)

This two-day course is a basic introduction to the roles and tasks of a supervisor. It has been designed specifically for blue collar working supervisors.

Ses 0015	Sept 23, 30	7:30a-3:30p	$130.00-HRD	OaKCCmano 104

MONDAY MORNING LEADERSHIP (MML)

This one-day course is based on the best selling business book, "Monday Morning Leadership: 8 Mentoring Sessions You Can't Afford to Miss" by David Cottrell. The lessons learned from this book provide encouragement and direction that will help participants become better leaders.

Ses 0006	Aug 21	8:00a – 4:00 p	$30.00-HRD	OaSB SOT rm 204
Ses 0007	Oct 2	8:00a – 4:00 p	$30.00-HRD	OaSB SOT rm 204
Ses 0008	Nov 6	8:00a – 4:00 p	$30.00-HRD	OaSB SOT rm 204

PROBLEM SOLVING: GENERATING INNOVATIVE SOLUTIONS (PS)

This two-day course provides participants with the skills and strategies to find appropriate problem solutions and the energy to implement them. Supervisors will learn: the problem solving process, the four types of problem-solving thinking, tools to identify and verify probable causes, to generate a variety of alternatives, develop effective decision-making criteria, and to identify the techniques to use in specific situations to support implementation success. Foremen (blue collar), working supervisors (professional/white collar), and supervisors in the white collar/professional series should attend this course.

Ses 0008	Sept 16, 23	8:00a - 4:00p	$225.00-HRD	Oa SB SOT rm 1403
Ses 0009	Dec 3, 10	8:00a – 4:00p	$225.00-HRD	Oa SB SOT rm 1403

PERSUASIVE PRESENTATIONS
Professionals often need to speak in front of groups, sell ideas, or face a camera. High-energy communication skills will help you get your point across with confidence, ease, and professional polish. (2 meetings)
083BMST205A   Dec 9, 11   8:00-12N $60.00-KCC   OaKCCmano 104